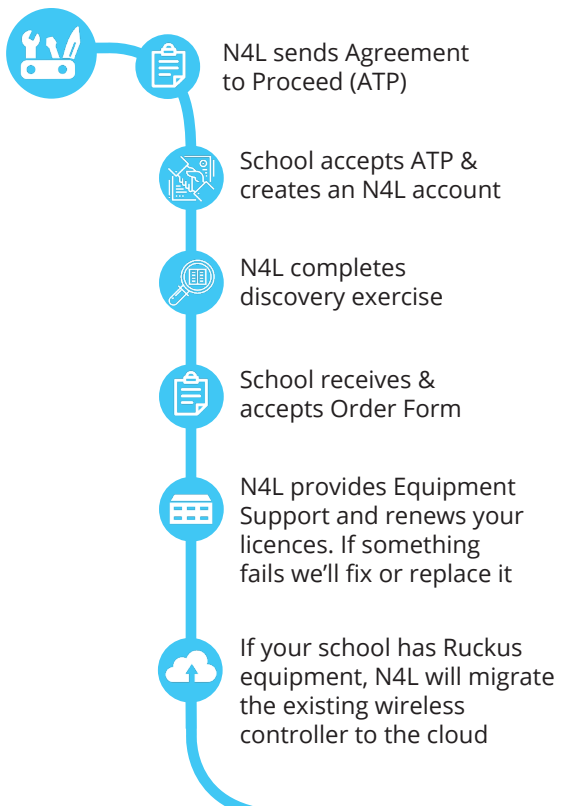
THE UPGRADE PROCESS

EQUIPMENT SUPPORT



N4L sends Agreement to Proceed (ATP)

School accepts ATP & creates an N4L account

N4L completes discovery exercise

School receives & accepts Order Form

N4L provides Equipment Support and renews your licences. If something fails we'll fix or replace it

If your school has Ruckus equipment, N4L will migrate the existing wireless controller to the cloud

EQUIPMENT REPLACEMENT

School receives & accepts Order Form

N4L engineer works with school on Network Design

School creates an N4L account (if haven't already got one)

Relationship Manager visits & school accepts ATP

N4L works with school to schedule Equipment Replacement

Equipment sent to school ahead of appointment

School confirms equipment has been received

Installer panel member contacts school confirming details

Equipment Replacement day - Installer technician replaces and tests equipment

N4L's Helpdesk provides support for the new equipment

SECURE ACCESS

School completes a Technical Survey

N4L and the IT panel member work with your school to design the Migration Plan & to schedule Secure Access

Secure Access day - IT technician helps to connect devices & train staff

Your upgrade is complete